



METROPOLITAN
TRANSPORTATION
COMMISSION

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Memorandum

TO: Operations Committee

DATE: March 7, 2008

FR: Deputy Executive Director, Operations

W.I. 310-2700, 310-2728

RE: 3a) TransLink® Contract Change Order #110 – Internal Controls Audit: Motorola, Inc.
3b) Contract Amendment – Field Inspections of TransLink® Phase 2.3 Equipment: Kimley-Horn.
3c) Funding Agreement – TransLink® Phase II Marketing: BART
3d) Contract Amendment – TransLink® Design and Engineering Assistance: Booz Allen Hamilton
3e) Contract – TransLink® Consortium Assistance: Booz Allen Hamilton

TransLink® Project Update

Use of TransLink® by AC Transit and Golden Gate Transit riders has reached about 12,000 transactions per weekday. System use has leveled-off recently, most likely due to the ending of AC Transit's TransLink®-related fare discounts on January 31, 2008. AC Transit will introduce new targeted incentives to encourage riders to acquire and use TransLink® beginning in April.

The next agencies scheduled to introduce TransLink® are BART, Caltrain and the San Francisco Municipal Transportation Agency (Muni). Together, these agencies are considered Implementation Phase 2.3. The project schedule shows TransLink® reaching Revenue Ready status on these three agencies in Spring 2008 with Caltrain and Muni at least one month before BART. The implementation on BART has been delayed due to a software problem associated with integration testing of TransLink® with BART's faregates. The problem has been addressed.

Recommendations

Staff is recommending that the Operations Committee authorize the Executive Director or his designee to execute the following contract actions for the TransLink® project:

3a) TransLink® Contract Change Order #110 – Internal Controls Audit of TransLink® Service Bureau: Motorola, Inc. (not to exceed \$160,000)

MTC and the TransLink® Contractor have agreed that the Contractor will undertake a formal Statement on Auditing Standards (SAS 70) audit of its TransLink® Service Bureau. The audit will coincide with Phase 2.3 Revenue Ready. Under Change Order #110, the Contractor will subcontract with an outside firm to execute the audit.

3b) Contract Amendment – Field Inspections of TransLink® Phase 2.3 Equipment: Kimley-Horn and Associates, Inc. (not to exceed \$70,000)

MTC currently holds a contract with Kimley-Horn and Associates, Inc., to conduct field tests of TransLink® equipment. Prior to MTC's certifying the Phase 2.3 TransLink® system as Revenue Ready, the TransLink® Contractor will complete testing of all aspects of the TransLink® system. Beyond the contractually required testing, MTC will conduct periodic inspections of the TransLink® system to both validate proper system operations and identify any system bugs.

3c) Funding Agreement – TransLink® Phase II Marketing: BART (not to exceed \$331,000)

Each transit agency participating in the TransLink® program is responsible for developing marketing strategies targeted to its customers. The TransLink® budget allocates funds to each agency for this task. BART's portion of the budget is \$331,000. The TransLink® Consortium approved BART's TransLink® marketing plan last month. BART's plan outlines marketing tactics and a corresponding budget. The tactics include: in-station outreach to customers; a coordinated advertising campaign with Muni; and both customer and employee education materials. The Plan includes transition of BART's existing EZ Rider patrons to TransLink®.

3d) Contract Amendment – TransLink® Design and Engineering Assistance: Booz Allen Hamilton (not to exceed \$856,000)

In 1999, MTC executed a contract with Booz Allen Hamilton (BAH) to provide assistance to the TransLink® program with technical engineering and design support. This sole source amendment will provide continued technical support (\$250,000), as well as project management staff support (\$606,000). Although the TransLink® program is scheduled to achieve revenue ready for Phase 2.3 during FY07-08, staff anticipates residual Phase 2.3 work in FY08-09. The TransLink® Consortium approved \$250,000 in funding from the TransLink® Capital Budget for this work. We will go out to bid later this year for these services for all remaining operators.

This amendment will also cover the costs for the on-site Program Director and the Design-Build Manager for twelve months. The Program Director is responsible for overall project delivery. The design-build manager will support Phase 2.3 completion and contract administration/change orders. Funding for this work in the contract amendment is from the STA discretionary program.

3e) Contract – TransLink® Consortium Assistance: Booz Allen Hamilton (not to exceed \$500,000)

MTC issued a request for proposal for TransLink® Consortium Support in January 2008. Specific tasks for the Consultant include support for decision-making, meeting facilitation and development of a strategic business plan for TransLink®. MTC received three proposals. The evaluation panel was composed of MTC's executive director, the general managers from BART, GGT and SFMTA, and MTC staff. The panel unanimously recommended the Booz Allen Hamilton proposal, based on their considerable experience in electronic payment, smart card fare collection, and business/strategic planning.

Ann Flemer

REQUEST FOR COMMITTEE APPROVAL

Summary of Proposed Change Order

Work Item No.: 310-2728

Contractor: Motorola, Inc.
Schaumburg, IL

Project Title: Internal Controls Audit of TransLink[®] Service Bureau

Purpose of Project: Audit of critical operational, system and process controls at the TransLink[®] Service Bureau

Brief Scope of Work: The TransLink[®] Contractor will engage a firm to execute a SAS 70 audit.

Project Cost Not to Exceed: \$160,000

Funding Source: TDA

Fiscal Impact: Funds included in FY 2007-08 agency budget.

Motion by Committee: That the Executive Director or his designee is authorized to negotiate and enter into a Change Order for TransLink[®] Performance Audit and the Chief Financial Officer is authorized to set aside funds up to \$160,000 for such a Change Order.

Operations Committee:

Sue Lempert, Chair

Approved: Date: March 14, 2008

REQUEST FOR COMMITTEE APPROVAL

Summary of Proposed Contract Amendment

Work Item No.:	310-2700
Contractor:	Kimley-Horn and Associates, Inc.
Project Title:	Field Inspections of TransLink [®] Phase 2.3 Equipment
Purpose of Project:	Implement field-testing to identify and correct errors in Phase 2.3 onboard equipment operation.
Brief Scope of Work:	Inspections shall be performed to determine failure rates as well as record other observations regarding the operation of phase 2.3 TransLink [®] equipment. Consultant shall provide interim reports to the MTC Project Manager outlining results for each inspection.
Project Cost Not to Exceed:	\$70,000
Funding Source:	CMAQ/STA
Fiscal Impact:	Funds included in FY 2007-08 agency budget.
Motion by Committee:	That the Executive Director or his designee is authorized to negotiate and enter into an amendment to the existing Kimley-Horn and Associates, Inc., contract. The Chief Financial Officer is authorized to set aside funds up to \$70,000 for this amendment.
Operations Committee:	<hr/> Sue Lempert, Chair
Approved:	Date: March 14, 2008

REQUEST FOR COMMITTEE APPROVAL

Summary of Proposed Funding Agreement

Work Item No.:	310-2700
Contractor:	San Francisco Bay Area Rapid Transit District
Project Title:	TransLink [®] Phase II Marketing Agreement
Purpose of Project:	Marketing the launch of TransLink [®] to BART's customers.
Brief Scope of Work:	Development and execution of TransLink [®] marketing efforts including direct outreach, advertising and creation and distribution of promotional materials.
Project Cost Not to Exceed:	\$331,000
Funding Source:	STP/CMAQ, STP Exchange, STA
Fiscal Impact:	Funding to come from state and federal funds previously allocated for the TransLink [®] program and included in the TransLink [®] capital budget.
Motion by Committee:	That the Executive Director or his designee is authorized to negotiate and enter into a funding agreement for TransLink [®] Phase II Marketing and the Chief Financial Officer is authorized to set aside funds up to \$331,000 for such a funding agreement.
Operations Committee:	<hr/> Sue Lempert, Chair
Approved:	Date: March 14, 2008

REQUEST FOR COMMITTEE APPROVAL

Summary of Proposed Contract Amendment

Work Item No.:	310-2700
Contractor:	Booz Allen Hamilton San Francisco, CA
Project Title:	TransLink [®] Engineering and Design Support
Purpose of Project:	Provide assistance related to the design and implementation of the TransLink [®] system.
Brief Scope of Work:	Project management support during FY 2008-09 and completion of Phase 2.3 tasks in the areas of testing, change order management and coordination.
Project Cost Not to Exceed:	\$856,000 for this amendment (previously contracted amount: \$10,283,588)
Funding Source:	\$250,000: Section 5307, STP/CMAQ, STP Exchange, STIP, STA \$606,000: STA
Fiscal Impact:	\$250,000 from previously programmed state, federal and regional funds for the TransLink [®] program and included in the TransLink [®] capital budget; \$606,000 included in the FY 2008-09 agency budget.
Motion by Committee:	That the Executive Director or his designee is authorized to negotiate and enter into a contract amendment with Booz Allen Hamilton for the purposes described herein, and the Chief Financial Officer is authorized to set aside funds up to \$856,000 for such amendment.
Operations Committee:	
	<hr/> Sue Lempert, Chair
Approved:	Date: March 14, 2008

REQUEST FOR COMMITTEE APPROVAL

Summary of Proposed Contract

Work Item No.:	310-2700
Agency:	Booz Allen Hamilton San Francisco, CA
Project Title:	TransLink® Consortium Assistance
Purpose of Project:	Assist with development of a TransLink® business plan and support TransLink® Consortium decision-making.
Brief Scope of Work:	Consultant will develop detailed work plan in consultation with the TransLink® Management Group to define specific tasks and resource allocations between business plan development and decision-making support.
Project Cost Not to Exceed:	\$500,000
Funding Source:	Section 5307, STP/CMAQ, STP Exchange, STIP, STA
Fiscal Impact:	\$500,000 from previously programmed state, federal and regional funds for the TransLink® program and included in the TransLink® capital budget
Motion by Committee:	That the Executive Director or his designee is authorized to negotiate and enter into a contract as described herein and the Chief Financial Officer is authorized to set aside funds up to \$500,000 for such amendment.
Operations Committee:	
	<hr/> Sue Lempert, Chair
Approved:	Date: March 14, 2008